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Recruitment Management System (RMS) Upgrade System User Frequently Asked Questions

System Access and Information

1. **Will agency system users have access to the "old" RMS (PeopleAdmin 5.8) after the updated RMS (PeopleAdmin 7) is launched?**

   Yes, agency system users, including guest users, will have access to the "old" RMS system until April 21, 2016.

2. **Will agencies have access to the "old" RMS (PeopleAdmin 5.8) after April 21, 2016?**

   Agencies will not have direct access to the "old" RMS records after April 21, 2016. However, agencies can request records from the "old" RMS system from DHRM until April 21, 2019.

3. **Does the updated RMS (PeopleAdmin 7) have an On-Boarding Module?**

   No, the Onboarding Module is not available in the updated RMS.

4. **If the RMS user accounts are transferred from the "old" RMS to the upgraded RMS, will we be able to use our existing username and password?**

   RMS Users will be able to access their user account in the upgraded RMS with the same username. The password on the initial login will be the same as your username. Then, you will be prompted to enter a new password.

Managing Job Postings

1. **Is there a cut-off period for jobs to close in the "old" RMS system?**

   Yes, all job postings should close by 5:00 p.m. on April 15, 2015. Please see the RMS

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Implementation Calendar and RMS Upgrade Communication #6 for further information about the RMS Upgrade Timeline.

2. **Why do my job postings have to end in the "old" RMS?**

For an efficient transition to PeopleAdmin 7, applicants must stop applying to job vacancies in the "old" RMS and begin applying for job vacancies in the upgraded RMS. The transition cannot occur if multiple "live" systems are operating at the same time.

3. **Will I be able to access and manage records in the "old" RMS the same way that I do now?**

Yes, you will be able to update records and close recruitments in the same manner that you do now until April 21, 2016. You will not be able to post new vacancies in the "old" RMS as of April 15, 2015 at 5:00 p.m.

4. **Will applicant resumes, cover letters, transcripts, and other documents be exported to the upgraded RMS?**

No, these documents will not be exported to the upgraded RMS due to data storage constraints.

5. **If a position is posted in the "old" RMS and it needs to be extended in the upgraded RMS, will agencies be able to manage recruitments in both systems simultaneously?**

Yes, agencies will be able to manage job postings in the "old" RMS and in the upgraded RMS simultaneously. However, job postings in the "old" RMS must be closed by 5:00 p.m. on April 15, 2015. New job postings can be posted in the upgraded RMS from April 16 – April 20, 2015 with a job open date of April 21, 2015. As of April 21, 2015, all job postings must be posted in the upgraded RMS. Please see the RMS Implementation Calendar and RMS Upgrade Communication #6 for further information about the RMS Upgrade Timeline.

6. **What is the final day to post jobs in the "old" RMS?**

April 8, 2015 should be the last day to post a job in the "old" RMS which will allow for the 5 day minimum posting requirements before job postings need to be closed in the "old" RMS. Please see the RMS Implementation Calendar and RMS Upgrade Communication #6 for further information about the RMS Upgrade Timeline.

7. **With the large number of RMS users in the Commonwealth, will there be a way to limit the number of questions allowed by agencies in the Question Bank?**

Currently there is not a way to limit the number of questions by agencies in the Question Bank. However, agencies can distinguish their questions by placing an agency acronym

and number at the end of the question. An example might look like this: Do you have an HR Certification? – DHRM=129.

8. **Who can delete/edit questions in the Question Bank?**

Agencies can edit questions but they cannot delete questions. Agencies must request a question be deleted from DHRM.

9. **Can Guest User emails be sent after a position is posted?**

Emails can only be sent prior to the position being posted.

10. **When do postings close?**

In the upgraded RMS (PeopleAdmin 7.0), the system is programmed to close job postings at 11:59 p.m. on the designated job posting closing date. This is a change from the prior process. This means that in the example above, the system will start the job posting closure at 11:59 p.m. on May 1st instead of at 5:00 p.m. Please be sure that your agency considers all applications submitted until the job posting is closed by the system.

11. **When do postings go "live" in the upgraded RMS?**

A posting will only move to a "live" status if it is manually set to a posted workflow state or if a job open date is set for the posting. Otherwise, the posting remains in a draft workflow state until an action is taken to move the posting to another workflow state.

12. **Is there a status other than Draft in which transferred positions can be placed and not used for future recruitments?**

At this time, only the Draft status can be used in these situations. Saved searches can be created that do not display results such as draft status.

Managing Applications

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1. **Once applicants have submitted their applications and received confirmation numbers, can they go back in to the upgraded RMS to update applications, change responses to supplemental questions or add documents (resume, cover letter, transcript, and/or other documents)?**

If the agency practice is to allow applicants to update applications, change responses to supplemental questions, and submit documents after receiving confirmation numbers, the agency can continue this practice. Keep in mind that this practice must be consistently applied to all applicants. In the upgraded RMS, agencies will have to "reactivate" the item(s)

that they are allowing applicants to add or update.

2. **Where is the screening matrix located in the upgraded RMS?**

A draft of the screening matrix is located in the Reports Tab. If you have Agency HR, General Read Only and/or Report Access Only, you can access the Screening Matrix on the Reports Tab.

The "HUB"

1. **What is the RMS HUB?**

The RMS HUB serves as the Commonwealth's centralized recruitment site for state employment opportunities. The "HUB" is hosted by the vendor, PeopleAdmin (PA). The HUB serves as an aggregator – it aggregates postings from the various PeopleAdmin systems used by agencies and institutions of higher education into one location from which applicants can search for state government jobs across all agencies. The HUB is located at this web address: https://jobs.agencies.virginia.gov.

2. **What agencies are required to use the RMS HUB?**

Executive branch agencies and institutions of higher education are <u>required</u> to use the HUB. However, other agencies or organizations that are not part of the Executive branch or higher education that post job vacancies in the RMS may also use the HUB.

3. **How does the RMS HUB work?**

Agencies that currently post job vacancies directly in the RMS or in their own PeopleAdmin systems are automatically a part of the HUB. All colleges and universities with their own PeopleAdmin systems are automatically a part of the HUB. For colleges and universities, the HUB works similarly to the nightly import of job postings into the former RMS.

Job vacancies that are posted directly in the RMS and in other PeopleAdmin systems will be automatically imported nightly into the HUB.

4. **How will the nightly import affect my agency's job postings?**

When jobs are posted directly into the RMS and other PeopleAdmin systems, the postings are active immediately in those systems on the job open date. Then, these job postings will be imported during the night into the HUB. The nightly import will delay job postings to the

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HUB by <u>one business day</u>.

5. **<u>Will the nightly import affect the 5-day minimum requirement for job postings?</u>**

Since job postings will not show up in the HUB and be available to applicants in the centralized system until the next business day, agencies **must** add one additional day to the posting to meet the 5-day minimum posting requirement. For example, a job is posted with a job open date of April 23, 2015. The job will be active in the individual PeopleAdmin systems immediately upon posting on April 23rd, but it will not be active in the RMS HUB until April 24th.

6. **<u>What should agencies do to account for the overnight delay for jobs to post to the HUB?</u>**

If you are posting a job for the 5-day minimum, you **must** add one additional day to the number of posting days. If the job is posted for more than the minimum 5 days, it is not required that an extra day be added.

Other

1. **<u>What web browsers are supported for accessing the upgraded RMS (PeopleAdmin 7)?</u>**

We have confirmed with the vendor that the following web browsers will support PeopleAdmin 7:

- Chrome (self-updating)
- Firefox versions currently supported by Mozilla
- Internet Explorer version 9 and later
- Safari versions currently supported by Apple

Please email rmsinquiry@dhrm.virginia.gov regarding any issues that you have with the web browsers and DHRM will share these issues with the vendor. The vendor will consider fixing issues with supported browsers in an upcoming release. However, issues related to browser versions that are no longer supported, will not be addressed by the vendor.

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